



For Immediate Release

DSS customers can now fax releases directly to PIC at 1.866.369.2812 (toll free)

Allows nearly "real-time" electronic processing of the releases -- enables expedited availability to investigators.

Reduces the need for investigators to contact security officers for missing mailed releases.

Eliminates mail time and costs for customer.

Customers incur no phone line charges -- service provided via a toll-free fax number 1.866.369.2812. Overseas customers can dial DSN 312.622.5476. High volume fax server equipment has been installed at DSS to minimize the inconvenience of busy lines. The only equipment required is a fax machine.

Below are specific instructions—use of this service may begin immediately.

- Releases should be faxed at the same time investigative requests are transmitted via EPSQ to DSS. The toll-free number to fax your release(s) is **1.866.369.2812** (overseas customers use **DSN 312.622.5476**). *Please be assured that to protect privacy information, only authorized DSS personnel will receive and process faxed releases.*
- It is extremely important to use *only* the coversheet provided with these instructions when faxing releases. Please *do not* create your own coversheet(s), modify the coversheet provided OR fax release(s) without a coversheet. The coversheet furnished will be directly utilized by our automated scanning system to process the releases and has already been tested and approved for compatibility.
- Ensure that all releases are signed and reflect a legible social security number.
- Ensure that all coversheets are completely annotated.
- Please send one coversheet per Subject. If you are faxing multiple releases related to one Subject, only use one coversheet (i.e., do not create a separate coversheet for each release related to the same Subject).
- When sending releases on multiple Subjects at once, please ensure that all coversheets and releases are faxed in order. Doing so is important for accountability in the automation process at DSS.
- It is not necessary to contact DSS subsequent to faxing releases to ensure that they have been received. If there was a problem with the fax transmission (i.e., a garbled fax or page(s) missing), DSS personnel will call the point of contact indicated on the coversheet.
- **IMPORTANT:** Please do not mail releases subsequent to faxing them. Doing so will create duplicate entries and slow the process down.

Please call 1-800-542-0237 or 1-888-347-5213 to report any connectivity problems to the toll free fax number.